



The Roundhouse & Braddan Spaces Customer Code of Conduct

| Effective from: | Replaces: | Originator: | Page X of Y |
|---|-----------|-------------|-------------|
| February 2024 | N/A | | 1 of 3 |
| Ratification by Board of Commissioners | | | |
| March 2024 | | | |
| | | | |
| | | | |

| History or Most Recent Policy Changes – MUST BE COMPLETED | | |
|--|---------------|---------|
| Version: | Date: | Change: |
| 1.0 | February 2024 | N/A |
| | | |

In order for all of our customers to enjoy their visit and to satisfy health, safety and legal requirements, all customers or visitors to The Roundhouse are asked to adhere to the following best practice guidelines and instructions:

1. Do not misuse any of The Roundhouse's equipment or facilities. No refunds or cancellations or credits for cancelled or re-arranged bookings are permitted.
2. Ensure safety guidelines relating to the use of the facilities and equipment are adhered to at all times
3. Appropriate footwear and clothing is to be worn at all times (e.g. clean, non-marking in the sports halls). If unsure of the correct footwear for the facility you are using please ask for advice from a member of staff
4. Do not attempt to use any of The Roundhouse's facilities without prior payment. The Roundhouse's Booking Policy must be followed.
5. Always follow any safety advice given by members of staff and any signage displayed around the facilities
6. If there is a need to evacuate the building, always 'listen to' and 'act upon' the instructions given by staff
7. Do not smoke in any part of the building, car parking areas, walking track, sensory garden, playgrounds or other parts of the facility (including vaping and e-cigarettes of any kind)
8. Do not tamper with, or remove any life-saving, first aid or firefighting equipment, or otherwise behave in a dangerous or irresponsible manner
9. Do not enter any unauthorised area, i.e. equipment stores, plant or staff rooms unless fully authorised to do so
10. Do not alter or interfere with any equipment, fittings or fixtures
11. Do not use any equipment for any activity that is not approved by The Roundhouse
12. Do not take photographs, film, or arrange for the filming or broadcasting, of any activity or performance without prior agreement from The Roundhouse. Cameras, videos and recording devices are not permitted within the changing facilities or toilet areas at any time
13. Do not play any music or perform any work that would infringe copyright whilst in The Roundhouse
14. Do not use a mobile phone whilst participating in an activity when doing so could put yourself or other users at risk of injury
15. Do not coach or instruct any activity unless suitably qualified
16. Only get changed in designated changing areas and store all belongings in the designated lockers provided
17. Do not bring in to The Roundhouse any food or drink (other than in appropriately sealed non-glass containers), chewing gum, illegal or dangerous or offensive substances.
18. Customers are not permitted to be under the influence of any drug, alcohol or narcotic substance whilst in the facility.
19. Do not bring in to The Roundhouse any animal other than an assistance dog
20. Do not sell or supply to other customers or visitors goods of any description
21. Do not display any notice or decoration, or issue promotional materials in The Roundhouse
22. Do not conduct any customer surveys or research without prior agreement from the Centre Manager
23. Do not advertise or publicly announce any event that is to take place at The Roundhouse without permission from the Centre Manager

The Roundhouse & Braddan Spaces Customer Code of Conduct

24. Do not sell any tickets, conduct a lottery or make any collection for charity without prior written agreement from the Centre Manager
25. Never show a lack of consideration and respect to other users or staff at any time; any acts of aggression, violence, illegal substance use, or anti-social behaviour of any kind will not be tolerated

All hirers of The Roundhouse facilities must read and agree to The Roundhouse Booking Conditions of Hire.

The Roundhouse has an Anti-Social Behaviour Policy in place which could be used against users of, or visitors to, the facilities who conduct in any form of unacceptable behaviour. For a copy of this anti-social behaviour policy please see The Roundhouse website.

Your cooperation in the above code of conduct is greatly appreciated.